

Tanveer Ansari

Bangalore, India | 8077982362 | [Gmail](#) | [LinkedIn](#)

Customer Success & Operations professional with experience driving retention and operational efficiency for US-market customers. Combining hands-on CRM and ticketing ownership with AI-led process automation and internal documentation that scales team output. Seeking a Customer Success or Operations Associate role where operational rigor, customer empathy, and systems thinking translate into measurable retention and revenue impact.

SKILLS & TOOLS

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|------------------------------|-----------------|----------------------|-------------------------------|
| • CRM & Ticketing | • Data Analysis | • Leadsquared | • AI Automation Design |
| • Retention & Churn Recovery | • SQL | • Atlas | • SOP & Process Documentation |
| • Escalation Handling | • Excel | • Zoko/Wati | • JS / DOM Automation |
| | • Redash | • Revenue Operations | |

WORK EXPERIENCE

Customer Support Associate | Codingal (YC-21), Bengaluru

11/2025 – Present

- Achieved 90%+ customer retention in the US market, exceeding the 60% team benchmark, through proactive churn intervention, structured escalation handling, and personalized post-sales engagement.
- Owned end-to-end customer lifecycle for US-region accounts across CRM and ticketing platforms (BlackOps, Redash, Zoko, Atlas), managing 30–40 daily tickets while maintaining SLA compliance and high CSAT.
- Designed and shipped 3 production-grade Claude AI automation skills from scratch — a Custom Course Builder (curriculum mapping + BlackOps console scripts for Math, Coding, and ELA), a Batch Change Workflow (parent-facing batch reassignment messages with schedule logic and exclusion rules), and an RCA Form-Filler (refund calculation + live FX rate fetching + auto-generated JS console script) — saving the team an estimated 10–20 hours per week.
- Authored internal documentation and metric playbooks for cross-functional handoffs with the Operations team, standardizing reporting language and reducing back-and-forth on recurring data and process queries.
- Resolved complex multi-channel customer issues spanning billing, scheduling, and technical platform errors; coordinated with engineering on bug triage and customer-impacting fixes.
- Applied structured negotiation in retention conversations, recovering at-risk accounts, and converting refund requests into continued enrollments.

Tools used: Zoko, Atlas, Marvin, Redash, Django, Openphone

Customer Service Representative | Amazon (Contractual), Remote

05/2025 – 08/2025

- Handled customer queries via chat, email, and phone in a high-volume support environment, developing issue-resolution, multitasking, and empathetic communication skills across online order management and technical troubleshooting.

Tools used: Chime, Amazon Connect, and internal CRM/Ticketing systems for customer case management

PROJECTS

BCG X Venture Building Job Simulation | Forage | [Certificate](#)

- Completed a 6–7 hour strategic design simulation; identified friction points for small business customers, ideated a new venture concept, and developed business viability frameworks aligned with BCG X's venture-building methodology.
- Applied market research, hypothesis framing, and structured problem-solving to evaluate feasibility and go-to-market considerations — simulating real BCG X analyst deliverables across all tasks.

Support Ticket Priority Classifier | JavaScript · Regex · DOM Automation

- Engineered a browser-injected JS script that scores and classifies live support tickets in Atlas (Codingal's CRM) into 5 priority tiers — URGENT, HIGH, MEDIUM, NORMAL, EASY — using weighted keyword signal matching across refund, billing, churn, and resolution intent patterns.
- Implemented a MutationObserver for real-time DOM re-tagging on virtual scroll renders, cutting manual ticket triage time and enabling agents to instantly prioritise high-risk customer interactions without leaving the queue view.

EDUCATION

Bachelor of Business Administration (BBA)

IGNOU

CERTIFICATES

- HubSpot Revenue Operations Certification — HubSpot | [Certificate](#)
- AI Fluency: Framework & Foundations — Anthropic | [Certificate](#)